

**EXHIBIT 18**

## New customer message on December 18, 2020 at 9:01 am

**From:** Blendtec (Shopify) <mailer@shopify.com>  
**To:** Customer Support <support@blendtec.com>  
**Date:** Fri, 18 Dec 2020 16:01:55 +0000

You received a new message from your online store's contact form.

**Name:**  
Dorothy McKaney

**Email:**  
abrightflower1@yahoo.com

**Phone Number:**  
928-266-2884

**Body:**  
Order # 1081247 placed the first week of December for \$174.45  
Hello,

I am trying to get in touch with someone regarding my order. I have not received it yet and it is the 18th. I'm hoping that it arrives before Christmas. I have called and left a message but NOONE has called me back. I love the first blendjet I received and use it daily. The one's in the order are for Christmas gifts.  
Can you please let me have a delivery date?

Thank you Dorothy McKaney